



# PORTLAND VA MEDICAL CENTER

Our mission is to honor America's veterans by providing exceptional health care that improves their health and well-being.



## NOTICE OF VACANCY

**POSITION TITLE:** Facilitator

**ANNOUNCEMENT #:** MP-11-0083-KA

**DIVISION:** Dental Service, Operative Care Division

**LOCATION:** Portland, Oregon Division and / or Vancouver, WA Division

**SERIES & SALARY RANGE:** GS-344-7, \$40,894 to \$53,166

**OPEN DATE:** 03/01/2011

**CLOSE DATE:** 03/23/2011

**NUMBER OF VACANCIES:** 1

**POSITION INFORMATION:** Permanent, Full-Time, 8 a.m. to 4:30 p.m. Tour of Duty

**WHO MAY APPLY:**

- Portland VA Medical Center career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement. (See conditions of employment).

**BARGAINING UNIT POSITION:** Yes

**MAJOR DUTIES:** Incumbent serves as a team facilitator, analyst, and administrative coordinator for Dental Service team(s) that includes staff dentists, residents, dental assistants, and hygienists. Provides knowledge and guidance of all VAMC programs, policies, directives, and resources for the service. Provides assistance in the performance of manpower analysis, workload studies, or comparable work to meet the reporting and analysis of the service (maintaining dental waiting lists, data collection, and clinic matrix reviews). Serves as a multi-skilled person dedicated to patient care management by identifying patient issues and problems in both inpatient and outpatient settings. Makes recommendations to programs and policies to improve patient flow, administrative efficiency and resolving patient concerns at the dental service level.

**QUALIFICATIONS:**

- **Eligibility:** U.S. Office of Personnel Management [Qualification Standards](#) Handbook for GS-344 Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

- **Basic Requirements:** Must be a U.S. citizen.

- **Specialized Experience:** At least one year of experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. Specialized experience includes, but is not limited to; collection and analysis of data, resolution of all medical and administrative issues by working with health care providers, recommends process changes, identifies workload issues, review of patient consult data, management of clinical scheduling matrices, and ensures compliance with VA policy and procedure.

- **Substitution of Education for Experience:** Generally not applicable at the GS-7 level.

- **Basis for Rating: Knowledge, Skills and Abilities**

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to the rating factors may result in your application receiving a less than desirable rating.

1. Knowledge of medical terminology specific to Dental diagnoses and procedures.
2. Ability to identify system problems that interfere with delivery of dental care to the Veteran patient, and recommend solutions to such problems.
3. Skill in oral and/or written communication which will enable the employee to effectively assess a problem situation and tactfully and professionally resolve the issue with all customers concerned.
4. Ability to assess patient care needs to determine urgency of requests, and then prioritize workload to act on the needs in the timeframe dictated by the situation.
5. Knowledge of CPRS and VISTA menus including: chart notes, consults, appointment management, and scheduling.

**Please note:** It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept in a US government envelope.



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### CONDITIONS OF EMPLOYMENT:

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- Applicants appointed to direct patient care positions must be proficient in spoken and written English as required by 38 USC 7402(d) and 7407(d).
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

### HOW TO APPLY:

Application forms may be obtained in Human Resources Management Service or on our [Portland VAMC](#) internet website.

#### Portland VAMC Permanent Internal employees:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due March 30, 2011)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (due March 30, 2011)
4. Updated application; [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume.
5. [MPQ – Merit Promotion Questionnaire](#) is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF.

#### All application packets must be received in Human Resources by Close of Business (COB) on March 23, 2011.

- Applications may be emailed to: [PortlandVAJobs@va.gov](mailto:PortlandVAJobs@va.gov) Subject: MP-11-0083-KA
- Received by Fax to: 503.273.5029, ATTN: MP-11-0083-KA
- Mailed to: PO BOX 1034, Portland, OR 97207 ATTN: MP-11-0083-KA
- Brought in person to: Portland VA Medical Center at 3710 SW US Veterans Hospital Road, Portland, OR 97239, Human Resources Building 16, Room 300

Thank you for your interest in the Portland VA Medical Center, for more career opportunities please visit:

[Portland VA Human Resources](#) or [USAJobs](#).

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